

Mike Vanbuskirk – Resume

Located

Seattle, WA

Email

mvanbus43@gmail.com

Core Technical Skills

■ Operating Systems

Linux/Unix - CentOS, RHEL, Solaris, Debian/Ubuntu, XenVM, Amazon Linux

Windows - Server 2008/2012

■ Programming/Scripting

BASH/Shell - Automation & system administration

JSON - Configuration file management

Javascript - Client-side scripting/interface

Python - Hardware device configuration & system administration

HTML/CSS - Content mark-up

LaTeX - Document creation & typesetting

■ Applied

Networking - Global-level DNS configuration & traffic management, load-balancer configuration & support, routing modification, VPN configuration & support

Application Support - Support & management of highly available applications in cloud, CDN & e-commerce infrastructures

Development Technology - DVCS(Git), continuous delivery, auto-scaling, environment deployment

Project Management - Agile/SCRUM

Debugging/Troubleshooting - Log analysis, application debugging, file dump analysis, HTTP header/response debugging, hardware failure analysis

Service - Tier-1 event management & response, configuration change support, ticket & queue handling, documentation management, PKI & general authentication support

Education

2009-2012 BSc Networks Design & Management - Western Governors University

Employment History

Jan 2016 - Amazon, Seattle, WA - United States

Present *Technical Operations Team Lead*

- Team Lead for Seattle-based Technical Operations Support Team.
- Integrated as part of management team.
- Ensure team of 15 engineers is delivering on SLAs and operational goals.
- AGILE based project management and roadmap planning.
- Point of escalation for ongoing service/event issues.
- Ongoing engagement and project management with other service teams within Amazon.

Sep 2014 - Amazon, Seattle, WA - United States
Present *Technical Operations Support Engineer / Support Engineer III*

- Tier-1 event management, application & service support, configuration, monitoring, and automation across one of the largest e-commerce & cloud platforms in the world.
- Deployed code in continuous delivery to production monitoring system utilized globally by internal Amazon teams.
- Helped define 1st-tier engagement policies for event response.
- Supported & configured multiple highly-available applications and services.

Sep 2013 - Level 3, Tulsa, OK - United States
Aug 2014 *CDN/NOC Technician*

- Monitor and maintain many thousand node global CDN platform, including highly available storage and streaming applications.
- Tier-1 event management & response(including 3rd party vendor engagement), real time alert analysis, triage, and application support.
- Provided analysis and debugging output to Tier III engineering teams identifying a critical bug in global Java application.
- Developed scripting to identify nodes approaching critical via historical alarm & monitoring data analysis.

■ **Additional Experience Hilights**

Synergy Services - Contract CDN Technician - Tulsa, OK

Jun 2013 - Sep 2013

Rapid training and successful transition to full-time direct-hire monitoring technician with single responsibility inside the Level 3 CDN.

Tech Specialties - CEO/Consultant - Stillwater, OK

Feb 2010 - Sep 2014

Provided IT consulting and support for small/medium business clients. Full ownership of project design, sale, implementation, and support.

Petra - Sales Acquisition Rep - Edmond, OK

Nov 2009 - Jan 2010

Managed 1600 active and non-active accounts for national electronics wholesaler. Advised clients on marketing and profitable product strategies. Returned multiple accounts to purchasing status.

OfficeMax - Business Development Manager - Norman, OK

February 2009 - October 2009

Managed 300 small/medium business accounts, including acquisition and development of new accounts. Exceeded both new business and current business goals in successive quarters.

Dell Computers - Inside Business Sales - Oklahoma City, OK

September 2006 - December 2008

Inside business sales for one of the largest computer companies in the world. Consistently exceeded quota and progressed internally to relationship account roles.

Ad Specialties of Stillwater - Customer Relationship Manager - Stillwater, OK

August 2005 - August 2006

Performed multiple duties including IT support, sales, accounts & billing, copy-writing, graphic design, and marketing. Helped fulfil promotional product orders on multiple national campaigns.

Convergys - Customer Service Representative - Moore, OK

August 2005 - August 2006

Provided support for billing and technical issues for national broadcast/content provider, including qualifying sales opportunities.